AMENDMENTS TO SPECIFICATION

Please substitute the following corrected paragraph for the original, page 11, lines 7-18.

Each SSP 2, 4, 6 is normally connected to one or more customer premises (CPs) which may include, e.g., Centrex subscriber residences and/or offices as well as the residences and offices of non-Centrex subscribers. In the Fig. 1 example, first and second customer premises 22 and 23 are coupled to ~~the second~~ SSP 2. Additional customer premises 25, 27 include telephones 24, 28, respectively. Telephone 24, which is coupled to SSP 4, and telephone 28, which is coupled to SSP 6, are located at additional customer premises 25, 27. Connections between the SSPs and CPs may be by POTS lines, ISDN lines, DSL, or other known communications lines.

Please substitute the following corrected three paragraphs for the originals, page 19, line 10 to page twenty line 25 (changing Fig. 2's reference numerals from the 300 series to the 200 series).

Fig. 2 illustrates an exemplary network server 35. The network server 35 includes input/output (I/O) interface [[308]] 208, network interface [[304]] 204, memory [[306]] 206 and central processing unit (CPU) [[302]] 202, which are coupled together by bus [[320]] 220. I/O interface [[308]] 208 is coupled to an input device [[310]] 210, e.g., keyboard, and an output device [[312]] 212, e.g., display. Using input and output devices [[310]] 210, [[312]] 212 a local system administrator can control network server operation, e.g., for system maintenance. Network interface [[304]]204 couples the server 35 to the business LAN 33 and the OSN 34 allowing the server 35 to receive and send messages to and from devices coupled to the networks such as the ISCP 16 and the subscriber's computers 36, 37.

In addition, subscriber information as well as other information can be retrieved from and loaded into the network server 35, e.g., by the ICAS 32 or SCP 64 via the network interface [[304]]204.

The memory [[306]]206 includes a set of subscriber information [[322]]222, a call routing/transfer/conferencing routine [[326]]226 and an operating system [[328]]228. The set [[322]]222 of subscriber information includes, for each of a first through Nth service subscriber, a record of subscriber information [[324]]224, [[324']]224'. Each subscriber record [[324]]224, [[324']]224' includes a subscriber identifier, the subscriber's telephone number, the IP address of the subscriber's computer, information about the subscriber's skills and/or services the subscriber is responsible for providing to telephone calling parties and, optionally, a backup telephone number corresponding to another individual who may be assigned to service a call in the event that the subscriber is unavailable to take an incoming call.

The CPU [[302]]202 controls operation of the network server 35 under control of an operating system [[328]]228 and call routing/transfer/conferencing routine [[326]]226 stored in memory [[306]]206. Routine [[326]]226 includes a plurality of computer instructions for controlling various telephone service operations. Under control of the routine [[326]]226 the CPU [[302]]202 controls the network server 35 to interact with various other system components including the ISCP 16 and business LAN 33. Operations performed by the server 35 will be discussed further in regard to the flow charts of Figs. 3-5.

Please substitute the following corrected paragraph for the original, page 22, line 26 to page 23 line 9.

As discussed above, the network server 35 performs various call routing including automated call distribution, operations. As part of the routing operation the [[sever]]server 35 is responsible for determining the actual telephone number to which an incoming call should be directed. Destination number selection information [[327]]227 and/or subscriber information [[322]]222 is accessed in order to determine the telephone number to which the incoming call should be routed. Destination number selection information [[322]]222 includes criteria for selecting the service representative or service subscriber to whom a call should be directed and, in the event of unavailability, redirected.

Please substitute the following corrected paragraph for the original, page 29, line 25 to line 29.

In step 362, the network server 35 supplies call related data to the CP's computer 36, 37 in a manner that is the same as, or similar to, that described previously in regard to step 344. Operation proceeds from step 362 to step [[364.]]374 wherein the CP services the incoming call using, e.g., the information supplied to the computer 36, 37. Operation proceeds from step 374 to step 384 wherein the call is terminated in the normal manner, e.g., in response to one of the parties hanging up.

Please substitute the following corrected paragraph for the original, page 30, line 13 to line25.

In step 370 the CP initiates a hook flash by temporarily depressing the switch on the telephone or by activating an icon on the computer 36, 37 to signal to the SSP 2 to put the existing call on hold and to connect the incoming call. In step 372, in response to the signal

from the CP, the SSP 2 puts the existing call on hold and provides the incoming call to the CP. Operation then proceeds to step 374 wherein the CP services the incoming call using, e.g., the information supplied to the computer 36, 37. Operation proceeds from step 374 to step 384 wherein the call is terminated in the normal manner, e.g., in response to one of the parties hanging up.

Please substitute the following corrected two paragraphs for the originals, page 31, line 18 to page 32 line 15.

If the CP selected the third call disposition option presented in step 356, i.e., to have the call routed to a CP supplied telephone number, operation would proceed from step 358 along the third processing path to step 386. In step 386, the server sets the telephone number to be used as the CP telephone number to the telephone number supplied by the CP. Operation then proceeds to step [[388]]338 via connecting node 390. Call processing will go forward using the CP supplied number as the CP number with ultimate call completion depending on the availability of the party corresponding to the new CP telephone number.

If the CP selected the fourth call disposition option presented in step 356, i.e., to have the network server 35 reassign the call, operation would proceed from step 358 along the fourth processing path to step 388. In step 388, the network server 35 selects a different party to service the call, e.g., a backup operator or the next best qualified service representative, and sets the CP telephone number to the additional party's telephone number. Operation then proceeds to step [[388]]338 via connecting node 390. As in the case of the CP supplied telephone number, call processing will go forward using the new CP number

with ultimate call completion depending on the availability of the party corresponding to the new CP telephone number.

Please substitute the following corrected Abstract for the original on page 50.

AIN based call routing, transfer and conferencing methods and apparatus are disclosed. In various embodiments initial call routing is based on the availability of a party to service a call as determined from a computer system associated with the party selected to service the call. The party's computer system supports a telephone [[programming]] application programming interface (TAPI) which allows a telephone network server to determine the availability of the party selected to service the call from, in part, TAPI obtained telephone line status information. The network server supplies call related data to the computer system of the party assigned to service the call. Call transfer and conferencing operations along with the transfer of call related data are also supported. AIN mid-call triggers are used in some embodiments to support call transfer and conferencing operations.